

# 2017 Ford Focus Electric

## Stuck charging plug disengagement procedures

### Before Proceeding

Shut off the charging station by pressing the large red or blue “ emergency stop” button.

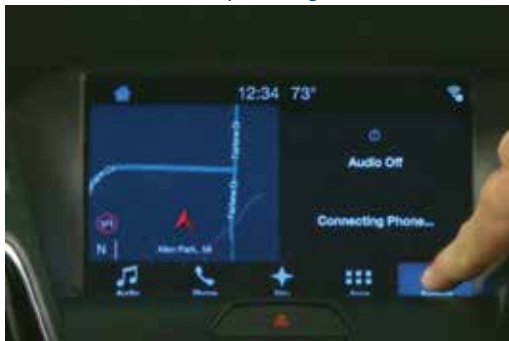


Examples of charging stations

### Soft Unlock Procedure

First, verify that the charging cord is not releasing. Turn on the ignition. Then, on the navigation screen:

1. Tap Settings



2. Swipe



3. Tap Vehicle



4. Tap



Then, check the charging cord for disengagement.

## Hard Unlock Procedure

If the soft unlock procedure fails to disengage the plug, move on to the following:

1. Press **unlock** on center console



Then, check the charging cord for disengagement.

## Sequence Unlock Procedure

If both the hard and soft unlock procedures fail to disengage the plug, move on to the following:

1. Press **unlock** on center console



2. Press **unlock** on navigation screen



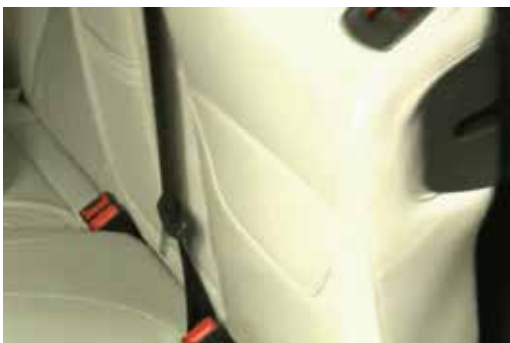
3. Press **unlock** on center console, again



## Manual Disengagement Procedure

If all of the above procedures fail to disengage the plug, move on to the following:

1. **Pull down** the rear seat back2



2. **Remove** the cover





## Manual Disengagement Procedure (cont'd)

3. Remove the high voltage disconnect.  
Note: This is a double catch release.



4. Remove both battery terminals



5. Tape terminals



6. Release the tab to remove the charging plug door



7. Tap out all four release slots



8. Release tabs to free trim and pull the trim free of the fender



9. Rotate release lever down  
Note: on newer models, the release rotates upwards.



10. Disengage plug

