

# 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

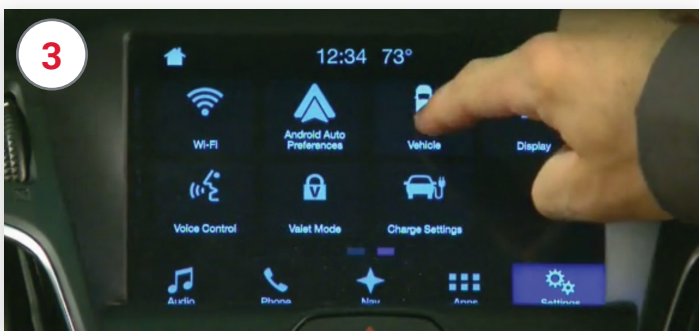
First, verify that the charging cord is not releasing. Turn on the ignition. Then, on the navigation screen:



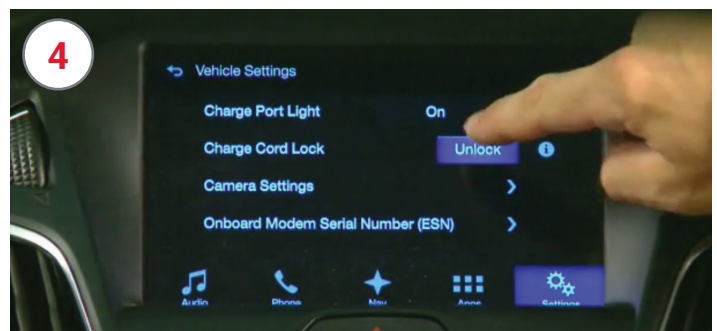
Tap **Settings**



Swipe to the next screen



Tap **Vehicle**



Tap **Unlock**

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:



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:



Press **unlock** on center console



Press **unlock** on navigation screen



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:



**Pull down** the rear seat back



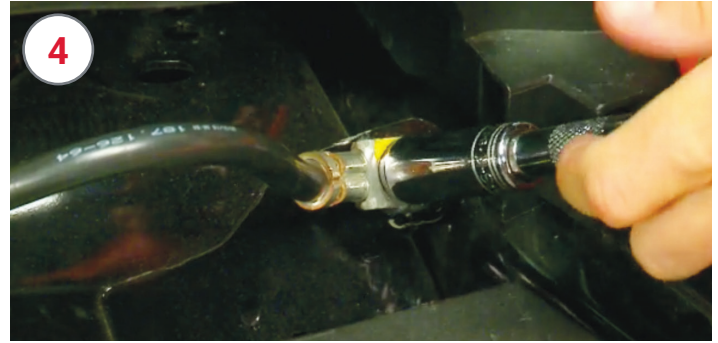
**Remove** the cover



Manual Disengagement Procedure (cont'd)



**Remove** the high voltage disconnect.  
**Note:** this is a double catch release.



**Remove** both battery terminals



Tape terminals



**Release** the tab to remove the charging plug door



**Tap** out all four release slots



**Release** tabs to free trim and pull the trim free of the fender



**Rotate** release level down  
**Note:** on newer models, the release rotates upwards.



**Disengage** plug