

## Ford Motor Company: A look at unparalleled customer service

During the final stages of designing a power distribution unit (PDU) for their 2019 plug-in hybrid vehicles, Ford Motor Company found the overcurrent protective device

(OCPD) in place had inadequate current limitation to protect the contactor, causing catastrophic damage to the entire system.

At the time, Ford was working with Eaton and Bussmann series product rep agency L&W

Power on consultation services for various vehicle programs. In order to maintain their program schedule, Ford turned to the Eaton/L&W Power team to help solve this critical situation.

Ford's PDU was shipped to the Bussmann Paul P. Gubany Center for High Power Technology. The team tested the PDU with existing

competitor OCPDs and verified the insufficient protection. The team then tested the PDU using Bussmann series electric vehicle (EV) fuses, which provided the right protection for the system.

"I would like to thank Eaton and the local L&W Power teams for their above-and-beyond support as we worked through difficult contactor issues," said **John Gibeau**, manager, HV Storage and Distribution, Ford Motor Company. "We were at a critical stage in our prototype builds and urgently needed to determine the appropriate fusing approach to ensure system robustness. In addition to fantastic technical expertise, the team put in significant time and energy to ensure the best solution, then worked to make sure our tier 1 supplier had the parts necessary to get our build back on track."



Congratulations to the Bussmann team, including **Greg Brossier, Kevin Calzada, Joe Maricic, Ken Borgwald, Todd Wear, David Stuart, Andy Hilbert, Tim Curran,** and **Helen Kapeller**, as well as **Matt Rama** with L&W Power.

## Coming soon: Online metering tool for utility specification compliance checks

Eaton is developing an online metering tool to help users determine which Eaton metering products are approved by utilities in their geographic region. By enabling quick identification of utility-approved products, salesmen can specify jobs efficiently and with confidence.

The easy-to-use tool will maintain an active database of

compliant products required by individual utilities across the country. To find utility approved solutions for specific areas, the tool allows users to choose from the widest range of single socket (100 – 320 A), meter breaker (100 – 400 A), and group metering products (400 – 2,000 A) in ring style, ringless, and lever bypass designs.

To see which solutions are available for any given residential or commercial job, users can search by product type, utility, or state. Product pages provide updated imagery and detailed information on size, configuration, and application.

Check future issues of *Sales Connection* for more information and go-live dates.

