

23S27 RECALL MESSAGE

FROM
Ford Motor Company

SUBJECT
Safety Recall of Certain Ford Escape® & Maverick® Vehicles

PREHEADER (use up to ~85 characters)
Service Notification

Service Notification [View Online](#)



Safety Recall of Certain 2020-2023 Ford Escape® and 2022-2023 Maverick® Vehicles With the 2.5L HEV/PHEV engine

Recall Number: 23S27
VIN: <123456789>

Hi [name of vehicle owner],

Building vehicles you can count on is one of our most important jobs, which is why we've issued a safety recall for certain 2020-2023 Ford Escape® and 2022-2023 Maverick® vehicles.

Some of these engines could fail prematurely, resulting in significant quantities of engine oil and/or fuel vapor being released into the underhood environment. This may result in an underhood fire, localized melting of components, or smoke.

For 2020-2022 Ford Escape and 2022-2023 Maverick models, [local dealers are ready to repair these vehicles now](#). The repair will update the software in your vehicle's Powertrain Control Module (PCM).

For 2023 Ford Escape vehicles, dealers will replace the engine long block.

Complimentary [Ford Pick-Up & Delivery*](#) or [Mobile Service**](#) may be provided at participating dealers.

For questions or concerns about the 2020-2022 Ford Escape and 2022-2023 Maverick vehicle safety recall 23S27, please call us at 1-866-436-7332. A Ford recall team member will be happy to assist you.

As always, thank you for being a Ford Owner.

RETAIL OWNERS: Contact our Ford Customer Relationship Center at 866-436-7332 or visit [ford.com/support](#).

*Ford Pickup & Delivery is offered by participating dealers and may be limited based on availability, distance, or other dealer-specified criteria. A nonoperational vehicle is not eligible and will require a Roadside event.
**Ford Mobile Service is offered by participating dealers and may be limited based on availability, distance, or other dealer-specified criteria. Does not include parts or repair charges.



[Unsubscribe](#) | [Change Email Address](#) | [Privacy Notice](#) | [Your Privacy Choices](#) | [Contact Us](#)

Ford Motor Company
Customer Relationship Center (CRC)
P.O. Box 6248
Dearborn, MI 48126

© 2024 Ford Motor Company. All rights reserved.

Follow Ford



Service Notification [View Online](#)



Safety Recall of Certain 2020-2023 Ford Escape® and 2022-2023 Maverick® Vehicles With the 2.5L HEV/PHEV engine

Recall Number: 23S27
VIN: <123456789>

Hi [name of vehicle owner],

Building vehicles you can count on is one of our most important jobs, which is why we've issued a safety recall for certain 2020-2023 Ford Escape® and 2022-2023 Maverick® vehicles.

Some of these engines could fail prematurely, resulting in significant quantities of engine oil and/or fuel vapor being released into the underhood environment. This may result in an underhood fire, localized melting of components, or smoke.

For 2020-2022 Ford Escape and 2022-2023 Maverick models, [local dealers are ready to repair these vehicles now](#). The repair will update the software in your vehicle's Powertrain Control Module (PCM).

For 2023 Ford Escape vehicles, dealers will replace the engine long block.

Complimentary [Ford Pick-Up & Delivery*](#) or [Mobile Service**](#) may be provided at participating dealers.

For questions or concerns about the 2020-2022 Ford Escape and 2022-2023 Maverick vehicle safety recall 23S27, please call us at 1-866-436-7332. A Ford recall team member will be happy to assist you.

As always, thank you for being a Ford Owner.

RETAIL OWNERS: Contact our Ford Customer Relationship Center at 866-436-7332 or visit [ford.com/support](#).

*Ford Pickup & Delivery is offered by participating dealers and may be limited based on availability, distance, or other dealer-specified criteria. A nonoperational vehicle is not eligible and will require a Roadside event.
**Ford Mobile Service is offered by participating dealers and may be limited based on availability, distance, or other dealer-specified criteria. Does not include parts or repair charges.



[Unsubscribe](#) | [Change Email Address](#) | [Privacy Notice](#) | [Your Privacy Choices](#) | [Contact Us](#)

Ford Motor Company
Customer Relationship Center (CRC)
P.O. Box 6248
Dearborn, MI 48126

© 2024 Ford Motor Company. All rights reserved.

Follow Ford



GEAR ID 202501767 + 202159484

IMG ALT TEXT A Ford Maverick® truck and Ford Escape® SUV are show side by side in a split screen composition.

LINK <https://www.ford.com/dealerships/#/context/owner/>

LINK LABEL SERVICE_CTA

LINK LABEL INLINE

LINK <https://www.ford.com/service/ford-pickup-delivery-service/>

LINK LABEL PDL_CTA

LINK LABEL INLINE

LINK <https://www.ford.com/service/ford-mobile-service/>

LINK LABEL MS_CTA

LINK LABEL INLINE