

23S33 RECALL MESSAGE

GEAR ID	202253554
IMG ALT TEXT	A Ford Fusion® Energi Plug-in Hybrid is parked in the sun on a brick paver street downtown.
LINK	https://www.ford.com/dealerships/#/context/owner/
LINK LABEL INLINE	SERVICE_CTA
LINK	https://www.ford.com/support/how-tos/recall/recalls-and-faqs/23s33-fusion-2019-2020-battery-and-power-loss-recall/
LINK LABEL INLINE	RECALL_CTA
LINK	http://www.ford.com/support
LINK LABEL INLINE	SUPPORT_CTA

FROM
Ford Motor Company

SUBJECT
Ford Fusion® Energi Safety Recall Update

PREHEADER (use up to 125 characters)
Interim Repair and Statutory Refund Now Available



Ford Fusion® Energi Plug-in Hybrid Battery and Power Loss Safety Recall Update

Recall Number: 23S33 Safety Recall
VIN: <123456789>

Hi [insert name of vehicle owner],

We are pleased to tell you that an interim repair — as well as an alternative remedy option — is now available and ready for your Fusion® Energi Plug-in Hybrid.

This interim repair will help reduce the risk of a loss of motive power or vehicle fire, and disable plug-in charging until parts are available for the final remedy repair. We appreciate your patience and look forward to servicing your vehicle.

This interim repair will be done at no cost to you. Please book your appointment in the FordPass® App, [online](#), or by calling an authorized Ford Dealer or Lincoln Retailer.

The alternative remedy is to receive a statutory refund of the vehicle's purchase price, less a reasonable allowance for depreciation.

The "refund amount" is based on fair market value of the vehicle, plus a 15% premium. "Fair market value" is based on the original Manufacturer's Suggested Retail Price (MSRP), less depreciation as determined using regional market data, and does not include the cost of any modifications made to the vehicle after the first retail sale. This alternative remedy will be offered until July 1, 2025, when enough high-voltage batteries are expected to be available for final remedy repairs.

For details on the statutory refund and to view an estimate of your vehicle's refund price, please visit www.Ford.com/Recall23S33 to access the Vehicle Refund Estimator or contact our Ford Customer Relationship Center (CRC) at 1-833-807-3673.

If you choose the statutory refund, you must contact the Customer Relationship Center prior to July 1, 2025, to lock in your official statutory refund amount and accept the offer. Representatives are available Monday through Friday, 8:30 a.m. – 5:30 p.m. (Eastern Time). When calling, please reference recall number 23S33 and have your Vehicle Identification Number (VIN) and current vehicle mileage ready. Your VIN is located at the top of this message.

Thank you for your attention to this important matter. And as always, thank you for being a Ford Owner.

Ford Customer Service Division

RETAIL OWNERS: If you have questions or concerns, please contact our Ford Customer Relationship Center at 833-807-3673 or visit ford.com/support.



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

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