

**Customer Relationship Center Communications to Customers
Recall 24S33**

Email Communication to Customer If Unable to Connect via Phone:

Hello 'Customer Name',

I am following up in connection to my recent voicemail regarding a Safety Recall for your <Escape / Maverick>. A recent software update to the Hybrid Powertrain Control Module in your vehicle can result in a forced neutral condition while driving, resulting in the vehicle coasting to a stop and automatically shifting to "Park", along with a wrench light, multiple warning messages, and an audible chime. This condition can increase the risk of a crash.

After shifting back to "Drive" the vehicle will exhibit limited power and speeds will be limited to 30 miles per hour.

For your safety, please call your dealer as soon as possible to schedule this safety recall service. If you have any questions, feel free to give us a call back at 1-866-436-7332.

We sincerely apologize for the inconvenience and value you as a loyal member of the Ford family.