



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 14, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 25S36
Certain 2024-2025 Model Year E-Transit Chassis Cab Vehicles Equipped With 4P Extended Range Battery
High Voltage Battery (HVB) Side Rail Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
E-Transit	2024-2025	Kansas City	April 18, 2024 through January 27, 2025

US population of affected vehicles: 452. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, prior to final upfit installation and when parked outside, the vehicles may be exposed to the elements and water may accumulate in the high voltage battery side rail channels. Water that accumulates in the channels may be exposed to repeated cycles of freezing and thawing within the exposed aluminum side rail extrusions of the high voltage battery assembly. This can cause the side rails to buckle and crack. If the side rails buckle and crack, water can ingress to the battery pack. If there is a significant amount of water inside a high voltage battery for a prolonged period of time, this can result in an electrical short circuit, and this may lead to a fire. **Until a complete dealer bulletin with repair instructions and parts ordering information is available, affected vehicles should be parked outside and at least 50 feet away from structures and other vehicles.**

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. **A complete Dealer Bulletin will be provided to dealers the 2nd quarter 2025 when it is anticipated that parts ordering information including repair instructions will be available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

Note: Owners should be instructed to park their vehicle outside and at least 50 feet away from structures and other vehicles due to the risk of fire.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

OWNER NOTIFICATION

Owners of record will be notified via first-class mail within sixty days, which may occur before parts ordering information, including repair instructions have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division