



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 27, 2026

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 25SC4**

Certain 2020-2026 Model Year Escape and 2021-2026 Model Year Corsair Plug-in Hybrid Electric Vehicles (PHEV)
High Voltage Battery Cell Internal Short Circuit

REF: Advance Notice Supplement #3 Safety Recall 25SC4
Dated: July 30, 2026

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 45,539):

Vehicle	Model Years	Assembly Plant	Build Date Range
Escape	2020-2026	Louisville	July 10, 2019 through December 15, 2025
Corsair	2021-2026		October 24, 2019 through December 15, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

IMPORTANT: DO NOT PLUG IN AND CHARGE HIGH VOLTAGE BATTERY TO LEVELS ABOVE 80% AND ONLY DRIVE IN EV AUTO MODE UNTIL THIS RECALL IS COMPLETED ON THE VEHICLE. This is to maintain a lower charge level in the high voltage battery, reducing the risk of a vehicle fire until the recall is performed.

Vehicles may have previously been remedied under 24S79 to address a risk of high voltage battery cell short circuiting. The charge limit and EV Auto mode guidance above still applies, and vehicles should still be remedied with this recall.

Some of the affected vehicles may contain a manufacturing defect in one or more of the vehicle's high voltage battery cells, which may cause the cell to develop an internal short circuit. In this condition, customers will experience a loss of motive power with a red "Stop Safely Now" message displayed in the Instrument Panel Cluster (IPC). The loss of motive power increases the risk of a crash. Customers will continue to have 12-volt accessories, steering, and braking control. The customer may also experience battery thermal venting potentially resulting in a vehicle fire, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Battery Energy Control Module (BECM). In addition, for 2020-2022 model year vehicles, dealers are to also update the Telematics Control Unit (TCU) module software. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

SERVICE ACTION (Continued)

NOTE: Please be aware that this software update resets all the vehicle range learning regarding driving behavior, so customers will see an initial change in range. This will correct itself after several drive cycles. This update also introduces a battery health monitoring algorithm which limits the battery's usable energy capacity as the battery ages. Depending on the battery's state of health, once this algorithm is deployed the vehicle may experience an electric driving range reduction. Depending on driving habits and environment, this reduction in electric driving range could be approximately 12%.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	Yes	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 31, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Dealer Q & A
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS:
<https://www.fordtechservice.dealerconnection.com>

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

Safety Recall 25SC4**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All vehicles affected have the following mobile repair assessment level:
 - Ⓢ - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS was activated on July 30, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through <https://servicehub.ford.com/en-us/recall/fsavl-home>. Owner names and addresses are available in FSA VIN Lists.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they **DO NOT PLUG IN AND CHARGE HIGH VOLTAGE BATTERY TO LEVELS ABOVE 80% AND ONLY DRIVE IN EV AUTO MODE UNTIL THIS RECALL IS PERFORMED ON THEIR VEHICLE.**
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

Safety Recall 25SC4**OWNER REFUNDS**

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with BECM software update.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For software module replacement:**
 - If module replacement is required, confirm whether a Repair Validation Code (RVC) is needed. Refer to PTS > Technical Assistance > Components Requiring a Repair Validation Code.
 - Claiming labor operation code MT25SC4RR does not require an RVC when no module replacement is necessary. Clock times, however, should be consistent with the vehicle history in PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

Safety Recall 25SC4**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The FSA repair will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type **31**: Field Service Action. The FSA number 25SC4 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 25SC4 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Safety Recall 25SC4

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Battery Energy Control Module (BECM) Software Update ONLY - (This labor operation time includes updates to other coordinated modules, but EXCLUDES the TCU). This labor operation code closes the FSA.	25SC4B	0.4
Battery Energy Control Module (BECM) <u>and</u> TCU Software Update - (This labor operation time includes updates to other coordinated modules and INCLUDES the TCU. Applicable for 2020-2022 model year vehicles ONLY). This labor operation code closes the FSA.	25SC4C	1.4
Software Verification Form shows software is already up to date. Vehicle does not need to be connected to FDRS to check – VIN can be entered into PTS manually This labor operation code closes the FSA.	25SC4SV	0.2

SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
<i>BECM</i> software failed and/or <i>BECM</i> module replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT25SC4RR	Up to 6.7
Lincoln Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pickup & Delivery contract coverage of 4 years/50,000 miles. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SC4LL	0.5
Ford Vehicle Pickup & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pickup & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SC4PP	0.5

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020-2026 MODEL YEAR ESCAPE AND 2021-2026 MODEL YEAR CORSAIR PLUG-IN HYBRID ELECTRIC VEHICLES (PHEV) — HIGH VOLTAGE BATTERY CELL INTERNAL SHORT CIRCUIT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

Module Programming

NOTE: This software update resets all of the vehicle range learning regarding driving behavior. Customers will see an initial change in range. This will correct itself after several drive cycles.

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS). Make sure FDRS is updated to the latest version.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **BECM**.



6. From the list on the RH side of the screen, select **BECM - Battery Energy Control Module Software Update**.

NOTE: If there is no software update available for the BECM, proceed to Step 8.

7. Click **RUN**. Follow all on-screen instructions carefully.

NOTE: Once the BECM update is completed, one or more of the following modules may begin updating automatically:

- Powertrain Control Module (PCM)
- Secondary On-Board Diagnostic Module (SOBDM) (The SOBDM is also known as the Battery Charger Control Module [BCCM].)
- Secondary On-Board Diagnostic Module C (SOBDMC)

8. Is the vehicle a 2020-2022 model year vehicle?

Yes - Proceed to Step 9.

No - Proceed to Step 14.

9. Select **Toolbox** tab.

10. From the list on the LH side of the screen, select the **TCU**.

11. From the list on the RH side of the screen, select **TCU – Telematics Control Unit Software Update**.

12. Is a TCU software update available?

Yes - Proceed to Step 13.

No - Proceed to Step 14.

13. Click **RUN**. Follow all on-screen instructions carefully.

14. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

15. Click the **Run Selected Tests** button in the lower right.

16. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

17. Disconnect the battery charger.

18. This FSA requires a Software Verification Code (SVC) after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC17526.



19. Select the **SW Updates** tab (1). See Figure 1.

20. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.

21. Select the **Open FSA List** button (3). See Figure 1.

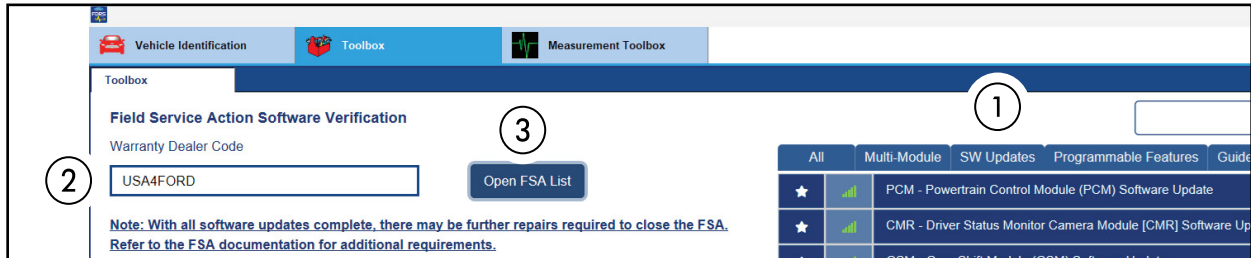


FIGURE 1

22. Does the FDRS Software Update Status display a **Complete** status? See Figure 2.

Yes - Click on **Get SVC** (1) to get the necessary SVC for claiming. This FSA is complete.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

No - Proceed to Step 23.

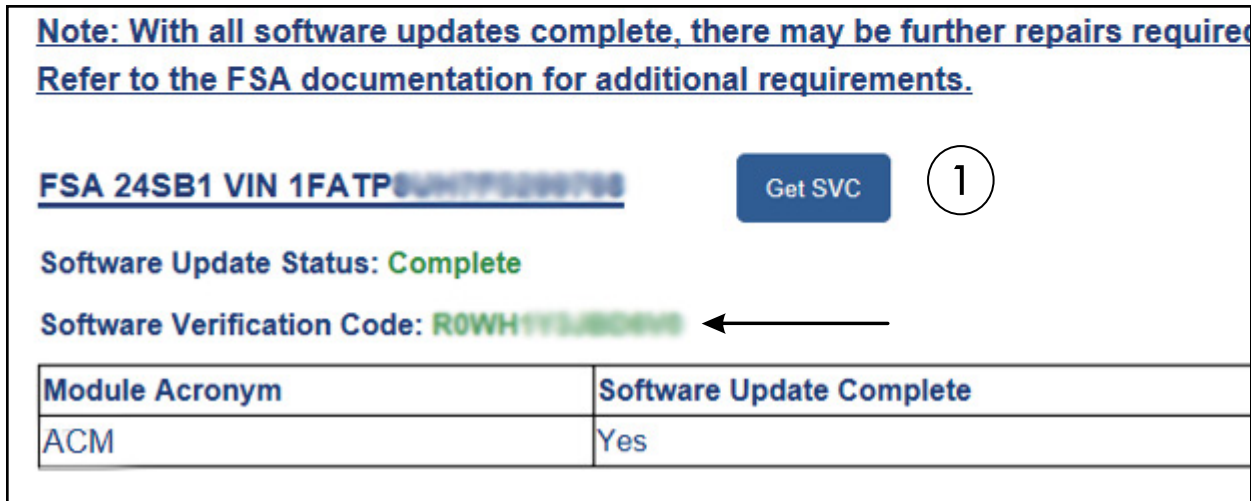


FIGURE 2



23. Does the FDRS Software Update Status display a **Not Complete** status (1)? See Figure 3.

Yes - Proceed to next step.

No - Proceed to Step 27.

Software Update Status: **Complete**

Software Verification Code: RXL

Module Acronym	Software Update Complete
ACM	Yes

FSA 25S77 VIN 1FTF

Get SVC

Software Update Status: **Not Complete** (1)

[Click here to submit a request to the FSA quick response team](#) (2)

Module Acronym	Software Update Complete
ABS	No

FIGURE 3

24. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 25.

No - Reattempt the software update programming steps in the FSA.

25. Use the "Click Here to submit a request to the FSA Quick Response Team" link (2) shown in Figure 3. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

26. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA Quick Response Team queue. This team will contact you via phone using the contact information provided in the form. Follow the recommendations from the FSA Quick Response Team to resolve any issues preventing SVC generation.



27. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, reattempt to generate an SVC. The error is caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC. See Figure 4.

The screenshot displays the Ford FDRS (Field Service Action Software Verification) interface. On the left, there are sections for vehicle modules: HS1 (PCM, BCM, BECM), HS2 (ABS, GSM, GWM, IPMA, OCSM, PSCM, RCM, SCCM), HS3 (ACM, IPC, TCU, TRM), and MS1 (HVAC, SODL, SODR). On the right, there is a table of software updates with columns for status, module name, and a download button. Below the table, there is a section for 'Field Service Action Software Verification' with a 'Warranty Dealer Code' field and a 'Submit' button. A red error message box at the bottom of the interface states: 'An error occurred. Unable to retrieve FSA information.' An arrow points to this error message.

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	📶			ACM - Audio Front Control Module (ACM) Software Update		Download
★	📶			IPC - Instrument Panel Cluster (IPC) Software Update		Download
★	📶			TCU - Telematics Control Unit (TCU) Module Software Update		Download

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

24S59

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

An error occurred. Unable to retrieve FSA information.

FIGURE 4



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





FSA 25SC4 – Escape/Corsair PHEV High Voltage Battery Cell Internal Short Circuit

Q&A for responding to media and customer inquiries (Do not distribute or send this document to customers or media)

Situation

Ford/Lincoln constantly monitors production processes and vehicles in service. While monitoring vehicles in operation, we have become aware of a number of Escape/Corsair PHEV vehicles which may contain a manufacturing defect in one or more of the vehicle's high voltage battery cells, which may cause the cell to develop an internal short circuit. The internal battery short circuit may occur after several years of vehicle use as internal battery separator damage is induced over time through repeated cell charge and discharge cycles.

In condition of a thermal venting, customers will experience a loss of motive power with a red "Stop Safely Now" message displayed in the Instrument Panel Cluster (IPC). The loss of motive power increases the risk of an accident. Customers will continue to have 12-volt accessories, steering, and braking control. The customer may also experience battery thermal venting potentially resulting in a vehicle fire, increasing the risk of injury.

Ford/Lincoln is implementing a software remedy from August 2026.

Key messages

- While monitoring vehicles in operation, Ford/Lincoln became aware of a number of Escape/Corsair PHEV vehicles on which the high-voltage battery may have some cells that could potentially develop an internal short circuit.
- Because of this, affected vehicles may experience battery thermal venting, potentially resulting in a vehicle fire and increasing the risk of injury.
- Ford/Lincoln has developed a software update that contains diagnostic checks to detect cell anomalies which may lead to high voltage battery short circuits and adds further safeguards including a coolant pump activation when a thermal hazard is detected, which will limit thermal venting and ensure the safe use of the vehicles.
- With the software update available from August 2026, we will be actively contacting affected customers of Ford/Lincoln Escape/Corsair PHEV vehicles to schedule a service appointment with their dealer/retailer to have this software update installed at no cost with the following effects:
 - **Enhancement of the vehicle's diagnostic systems:** The safety of our customers is a top priority. By improving capabilities to analyze the high-voltage battery pack, the diagnostic system can detect potential anomalies early and provide the driver with an advanced warning on the dashboard.
 - **Adaption of the battery's usable energy depending on its health status:** Depending on the current health status of the vehicle's battery, the software will adapt the battery pack's useable energy capacity. This may result in a reduced electric driving range. While the exact change in electric range will vary based on personal driving style and environmental conditions, customers might experience a reduction of approximately 12%.
 - **No charging limitation:** Once the update has been installed, owners no longer need to limit charging. The implemented software update will help to reduce the risk of thermal venting and support the safe use of the vehicle.

- **Reset of all learned vehicle range information:** With the software update all information the system provides to the driver, which is based on driving behavior, will be reset. This includes the expected electric range information as well as the fuel economy information. As customers drive, the system will relearn again their driving behavior and adjust the instrument cluster displays accordingly.
- The changes implemented with the software have no impact on the technical data including nominal electric range, fuel consumption and CO₂ emissions of the vehicle relevant for country specific incentives or tax advantages.
- Until the software remedy is installed by your Ford/Lincoln dealer/retailer, we continue to instruct customers to: (i) limit the high-voltage battery's charge to 80%, (ii) ONLY use the vehicle in default Auto EV mode and (iii) avoid Deep Mud and Snow modes.
- Ford/Lincoln has provided detailed step-by-step instructions to affected customers on how to adjust this charge limit on the vehicle's SYNC screen and/or within the Ford/Lincoln App (previously called Ford Pass/Lincoln Way App).
- In parallel, a Warranty Extension Program (26N15) is offered to all affected vehicles which will provide a one-time repair or a one-time replacement (if needed) – assumed the software identified a failure of the battery pack – free of charge (parts and labor) of the High Voltage Battery for 10 years from the Warranty Start Date for this specific potential issue. In order to qualify for this extended warranty a vehicle must have recall 25SC4 performed first.
- We sincerely apologize for any inconvenience this issue and the range adjustment may cause. If customers require further advice, they should contact our Customer Relationship Center, who are ready to assist.

Q&A

ISSUE & SOLUTION:

1. What is the issue?

Ford/Lincoln launched an investigation into reports of battery thermal venting (overheating and release of gases) in Ford/Lincoln Escape/Corsair plug-in hybrid electric vehicles (PHEVs) as further incidents after the implementation of the FSA 24S79 have been reported in the field.

2. What is the root cause of this?

Some battery cells in the battery packs have quality issues that can ultimately lead to a short circuit in the cell, which can consequently cause battery thermal venting.

3. What is your solution/remedy?

Ford/Lincoln has developed a software update that contains diagnostic checks to detect cell anomalies which may lead to high voltage battery short circuits and safeguards including a coolant pump activation when a thermal hazard is detected, which will limit thermal venting and ensure the safe use of the vehicles.

With the software update available from August 2026, we will be actively contacting affected customers of Ford/Lincoln Escape/Corsair PHEV vehicles to schedule a service appointment with their dealer/retailer to have this software update installed at no cost with the following effects:

- **Enhancement of the vehicle's diagnostic systems:** The safety of our customers is a top priority. By improving capabilities to analyze the high-voltage battery pack, it can detect potential anomalies early and provide the driver with an advanced warning on the dashboard.
- **Adaption of the battery's usable energy depending on its health status:** Depending on the current health status of the vehicle's battery, the software will adapt the battery pack's useable energy capacity. This may result in a reduced electric driving range. While the exact change in electric range will vary based on personal driving style and environmental conditions, customers might experience a reduction of approximately 12%.
- **No charging limitation:** Once the update has been installed, there is no longer a charging limitation needed. The implemented software update will help to reduce the risk of thermal venting and support the safe use of the vehicle.
- **Reset of all learned vehicle range information:** With the software update all information the system provides to the driver which is based on driving behavior will be reset. This includes the expected electric range information as well as the fuel economy information. As customers drive,

the system will relearn their driving behavior and adjust the instrument cluster displays accordingly.

4. Why are you giving a percentage of range reduction?

Depending on individual driving styles and environmental conditions (including weather), customers experience different electric ranges with the battery fully charged. With a percentage figure we address this. Customers with a lower range and customers with a higher range displayed in the vehicle might both experience a reduction in electric range of approximately 12% compared with what they experienced with a 100% charged battery before. If a customer might experience an electric range of 25 mi. the range might be reduced by 3 mi. after the software update. The electric range of a customer with a range of 43.5 mi. might be reduced by 5 mi. Same is true for variations caused by different environmental conditions.

5. Will the vehicle show a reduced charge level?

No, the State of Charge info will be unchanged to 100%.

6. Why did the learned driver information need to be reset?

Every software update makes a reset necessary. As customers drive, the system will relearn their driving behavior and adjust the instrument cluster displays accordingly.

7. Do you want to hide the real effect of the software update by resetting the learned driver behavior?

Not at all. This is a necessary step as part of every software update, and some customers might even see a higher electric and/or total range.

8. When will your solution/remedy be available for customer cars?

The remedy will be available from August 2026. At this time Ford/Lincoln will be actively notifying customers of affected vehicles via letter to schedule a service appointment with their dealer/retailer to have the software update installed.

9. Is that only a software related remedy?

Yes, the remedy is a software-only update. It enhances the vehicle's onboard diagnostics to monitor battery health and dynamically manages the maximum charge limit to ensure safe operation.

10. What do you mean by “health status” (State of Health) of the battery?

State of Health (SoH) is a long-term measurement of the battery's overall condition and capacity compared to when it left the factory, also usually expressed as a percentage.

A brand-new battery starts at ~100% SoH. Over years of use, chemical aging, heat exposure, and repeated charge cycles slowly degrade the battery, so its maximum possible capacity shrinks — even though it still charges to 100% SoC.

11. What is the difference between State of Health and State of Charge?

State of Charge (SoC) is the short-term, moment-to-moment measurement of how much energy is currently stored in the battery, expressed as a percentage (0–100%) also reflected in the vehicle's display. It's comparable to the fuel gauge in a gas or diesel car.

SoC changes constantly as you drive (it goes down) or charge (it goes up).

State of Health (SoH) is a long-term measurement of the battery's overall condition and capacity compared to when it is new, also usually expressed as a percentage.

A brand-new battery starts at ~100% SoH. Over years of use, chemical aging, heat exposure, and repeated charge cycles slowly degrade the battery, so its maximum possible capacity shrinks.

If a battery's SoH drops to 90%, it means it can now only hold about 90% of the energy it could when it was new - even though it still charges to 100% SoC.

12. What will the customer experience with the new software?

If the software detects any battery anomalies, customers will see a Malfunction Indicator Lamp (Engine Light) and Service Light (Wrench) displayed on the vehicle's instrument cluster, reduced motive power while driving in EV Now mode and High Voltage Battery plug-in charging will be limited. In addition, and depending on the health status of the battery, the maximum useable capacity of the battery pack will be automatically limited.

While the exact change in electric range will vary based on personal driving style and environmental conditions, customers might experience a reduction of approximately 12%.

13. What if the software detects a battery issue and a warning occurs while the battery is charged?

If the vehicle is charging at that time, the charge will be halted.

14. What if the software detects a battery issue and a warning occurs while driving?

If driving, the software will limit motive power and the warning light and the wrench light will be activated. Customers should contact a Ford/Lincoln dealer/retailer for a service appointment.

15. Will the software update impact older vehicles (with an already lower SoH) in a different way?

While the exact change in electric range will vary based on personal driving style and environmental conditions, customers might experience a reduction of approximately 12%.

BATTERIES:

16. Why is Ford/Lincoln not replacing the batteries?

The cell anomalies are extremely rare. Ford/Lincoln will replace the high-voltage battery pack if the new software detects an anomaly. Ford/Lincoln is utilizing a highly advanced, targeted approach to ensure safety and longevity of the vehicles. The software allows us to precisely identify and replace only the packs that actually show signs of risk.

17. Isn't the battery charged while driving in the Auto EV mode?

In Auto EV mode, only a small portion of the battery is dynamically charged to enable standard hybrid driving. It is primarily charged via regenerative braking, which does not pose the same risk as high-voltage plug-in charging.

18. Are the vehicles safe to drive if the battery is charged up to 80% prior to the software update?

Yes, the vehicles are safe to drive provided customers follow the advice to charge the battery to 80% only.

19. What is battery thermal venting?

Battery thermal venting is a safety design feature that releases gases from the battery pack to prevent over-pressurization and potential rupturing. If this is occurring white smoke escaping under high pressure will be visible at the designated valve at the underbody at the right rear of the vehicle.

20. What should the customer do if battery venting occurs?

Venting may occur when the vehicle is parked or when being driven. If the vehicle is being driven, it will lose motive power, and the driver information display will show the message "Stop Safely Now". Occupants should follow this advice, exit the vehicle safely, and move to a secure location as soon as the vehicle is brought to a stop.

21. Is the vehicle still drivable after venting has occurred?

No. If a battery thermal venting event occurs, the vehicle is no longer drivable and must be recovered.

22. Who supplies the battery cells and are they responsible for this problem? Will you be seeking financial redress?

Our priority is the safety of our customers and vehicles and the software implemented to support the safe use of the vehicles. We do not disclose our supplier details nor do we disclose financial information.

23. Are new produced vehicles affected by this recall?

With our investigations we were able to identify the specific affected production periods of battery cells. We have no indication that the battery cells that are used for new produced vehicles are affected.

CUSTOMER ACTIONS & VEHICLE SAFETY:

24. What should customers do until the software is implemented on their vehicle?

Until the software update is installed by a dealer/retailer, we instruct affected customers to continue limiting their Escape/Corsair PHEV's high-voltage drive battery charge so that it does not exceed an 80% State of Charge (SOC), and to only use the car in Auto EV drive mode. Customers who received a new battery as a result of the previous FSA 24S79 recall must also follow these instructions until they receive this new software update (recall 25SC4).

25. Will I be able to charge to 100% after the software update?

Customers will be able to remove the 80% charge limit because the implemented software update will help to reduce the risk of thermal venting and support the safe use of the vehicle.

26. How can customers ensure that their vehicle is only charged up to 80% before receiving the update?

As part of the Ford/Lincoln SYNC system, the customer can adjust charging preferences, including limiting the maximum charge to 80%. Alternatively, this can be adjusted through the Ford/Lincoln App (previously called Ford Pass/Lincoln Way App) where applicable. We have provided a step-by-step guide with screenshots to assist customers in making this temporary adjustment.

27. Are the vehicles safe to drive until the update is installed?

Yes, the vehicles are safe to drive provided customers strictly follow the temporary instructions to limit the battery charge to 80% and drive in Auto EV mode. Once the software remedy is installed, these manual restrictions are no longer required, as the software will manage the battery safely.

RECALL INFORMATION:

28. Which vehicles are affected?

Ford/Lincoln Escape/Corsair PHEV vehicles built between August 2, 2019 and June 18, 2026 at the Valencia Assembly Plant in Spain.

29. Are all Escape/Corsair PHEVs affected by this?

No. Only a specific population using battery cells built within a specific production window is affected, which is identified via the vehicle's VIN. Only customers who receive an official recall notification letter need to have the software update installed (and follow the temporary 80% charging limit until it is applied).

30. Is this affecting the population of Escape/Corsair PHEVs already recalled in 2020 and earlier in 2025?

Yes. All vehicles recalled under FSA 24S79 are affected by this new recall (25SC4) and require this updated software remedy. In addition, certain vehicles produced until June 18, 2026 are now included.

31. Why did the software update according to FSA 24S79 not solve the problem? Why are newer Escape/Corsair PHEVs affected now, which were previously excluded?

Our ongoing investigation showed that the cell quality issues occurring on earlier models can also potentially occur on vehicles produced at a later date. Therefore, we have expanded the recall to ensure all potentially affected customers receive the software update.

32. Other manufacturers using the same battery type have a different approach (e.g., asking customers not to charge at all). Why is Ford/Lincoln's approach different?

We do not comment on the actions or engineering remedies of other manufacturers. Our software-based solution has been rigorously engineered to ensure customer safety while preserving the vehicle's hybrid functionality.

33. What is happening with unsold, non-registered Escape/Corsair PHEV vehicles?

There is only a small number of new, unsold vehicles available across the US. These vehicles are on hold and will have the software remedy installed before they are delivered to customers.

34. How many incidents have been reported?

We are aware of several battery thermal venting incidents in the US involving vehicles that already had the previous software (according to FSA 24S79) installed. We are not aware of any reports of accidents or personal injuries related to these incidents.

35. Are other Ford/Lincoln PHEV models affected?

No. Other Ford/Lincoln PHEVs are not affected by this recall as they use different battery pack designs and cell configurations.

CUSTOMER QUESTIONS:

36. How long will it take for the software update to be completed once booked in?

The time needed for this repair is less than one-half day at an official Ford/Lincoln dealership.

37. Will I get a courtesy vehicle while the repair is being completed?

No, as the time needed to install the software update is relatively short, courtesy vehicles will not be given.

38. Will I receive anything for not being able to charge their vehicle completely (for the time before completion of the remedy)?

We sincerely apologize for any inconvenience this may cause to our customers. If customers require further advice, they should contact our Customer Contact Center by email who are ready to assist. We remain committed to providing our customers with safe and high-quality vehicles, addressing potential issues and responding quickly.

39. For both used and new (unregistered vehicles) after the reduction in range, will there be any change to the homologated CO₂ and/or range, and therefore impact to taxation or incentives?

There will be no impact to the homologated figures or a change to incentives.

40. Will there be an extended warranty for affected vehicles?

In parallel, a Warranty Extension Program (26N15) is offered to all affected vehicles which will provide a one-time repair or a one-time replacement (if needed) – assumed the software identified a failure of the battery pack – free of charge (parts and labor) of the High Voltage Battery for 10 years from the Warranty Start Date for this specific potential issue. In order to qualify for this extended warranty a vehicle must have recall 25SC4 performed first.

41. How many vehicles are affected?

In the United States, more than 45,000 vehicles are affected.

Ford Motor Company
Recall Reimbursement Plan for 25SC4

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 25SC4, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before September 18, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.