

April 5, 2025

Call Script for Contact with Owners of 2024-2025 Model Year Transit BEV Chassis Cab Vehicles Subject to Ford Safety Recall 25S36

Good <Morning or Afternoon> 'Customer Name',

I'm calling on behalf of Ford Motor Company related to Safety Recall Program 25S36.

This is a proactive notice from Ford Motor Company. Ford has issued a safety recall for your E-Transit Chassis Cab. We are contacting you because we are telling owners to park their vehicles outside and at least 50 feet away from structures and other vehicles. There is a manufacturing concern with the high voltage battery tray on your vehicle that could result in an electrical short circuit and may cause a fire.

Vehicle owners will also be notified by First Class mail advising them of the safety recall. When parts are available, you should schedule an appointment with your Ford dealer to have the remedy performed.

We apologize for this situation and thank you for trusting us by purchasing a Ford E-Transit Chassis Cab.