



2020-2024 Ford Escape and Lincoln Corsair Plug-in Hybrid Electric Vehicles (PHEV) - Safety Recall 25SC4

Ford Motor Company is providing information regarding a safety recall affecting certain 2020-2024 Ford Escape® PHEV and 2021-2024 Lincoln Corsair® PHEV SUVs.

Affected Vehicles This recall pertains to specific 2020-2024 Ford Escape Plug-in Hybrid Electric Vehicles (PHEV) and 2021-2024 Lincoln Corsair Grand Touring plug-in hybrid electric vehicles. Approximately 20,558 vehicles are potentially affected.

If a customer's vehicle is included in safety recall 25SC4, they will receive notification from Ford. In the meantime, they can also determine if their vehicle is included by entering their VIN at: www.ford.com/support/recalls/

Nature of the Issue One or more of the vehicle's high voltage battery cells may develop an internal short circuit. This condition may occur while the vehicle is parked or being driven. While driving, vehicles will exhibit a Stop Safely Now message and warning icon in the instrument cluster. Vehicles may also exhibit a loss of motive power, increasing the risk of a crash. Vehicles will continue to have 12-volt (V) accessories, steering, and braking control. Vehicles may also exhibit battery thermal venting potentially resulting in a vehicle fire, increasing the risk of injury

Relation to Previous Recall (24S79) Vehicles recalled under 25SC4 were previously recalled under safety recall 24S79 to address the risk of battery thermal venting. Ford has become aware of a number of vehicles experiencing battery thermal venting that had previously received the software update remedy for recall 24S79. These incidents occurred on Kuga PHEV vehicles in Europe. Ford is not aware of any occurrences to date of Escape and Corsair PHEV vehicles in North America experiencing battery thermal venting after receiving the 24S79 software update remedy.

Interim Customer Action for Recall 25SC4 As a precautionary measure, Ford is asking affected customers to limit the charging of their vehicle's high voltage drive battery so that it does not exceed 80% State of Charge (SOC). In addition, the vehicle should be used in Auto EV drive mode only. Ford will provide detailed instructions to affected customers on how these adjustments can be made on the vehicle.

Customers, including those who previously had their vehicle remedied under 24S79, should follow this guidance until their vehicle is remedied under 25SC4.

Developing a Permanent Remedy Ford engineers are actively working to develop a permanent remedy for this issue.

Next Steps for Customers When the permanent remedy becomes available, Ford will notify owners of affected vehicles via letter, instructing them to schedule a service appointment with their dealer. All recall repairs will be performed free of charge. Customers who previously had their vehicle remedied under 24S79 should still have their vehicle remedied under 25SC4.

Ford sincerely apologizes for any inconvenience this may cause. If customers require further advice, they should contact the Ford Customer Relationship Center by email, where

representatives are ready to assist. You may also contact Ford customer service at 1-866-436-7332.

Frequently Asked Questions:

What is battery thermal venting? Battery thermal venting releases gases from the vehicle's high voltage battery to prevent rupturing.

What should the customer do when a battery venting is happening? The venting may occur when the vehicle is parked or when being driven. If the vehicle is driven, it will lose motive power and the driver information display will inform the driver to "Stop Safely Now." Occupants should follow this notification and exit the vehicle as soon as it is safe to do so.

Is the vehicle still drivable after venting? No, when a battery thermal venting occurs, the vehicle is no longer drivable.

When will the remedy be ready? Ford engineers are working to develop a remedy for this issue. When this becomes available, Ford will notify customers of affected vehicles via mail to schedule a service appointment with their dealer.

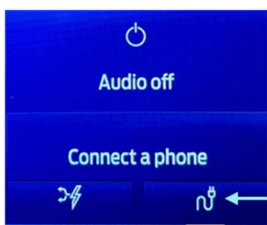
How do I limit battery charge capacity to 80%? See guidance and instructions below.



How to set-up Charge Limit via Sync 3 System

Step 1

On the home screen, press the Charge button



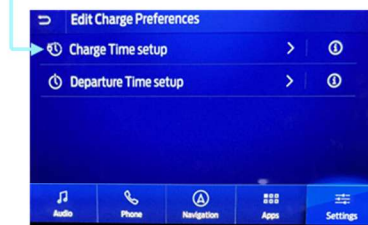
Step 2

Press Charge Preferences



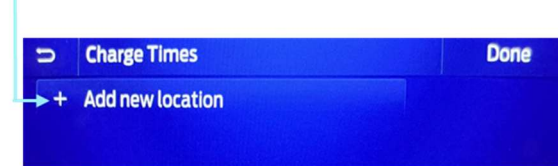
Step 3

Press Charge Time Setup



Step 4

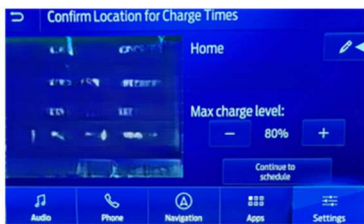
Press Add New Location



Note: Before you add a location, you must have charged your vehicle there at least once

Step 5

Once you have selected your location, you can now rename it



Step 6

Next, you can adjust your Max Charge Level up to 80%



Step 7

Now press Continue to schedule



Step 8

You can now press Save (You can add charge times here, if preferred)



Step 9

Press Done to finish



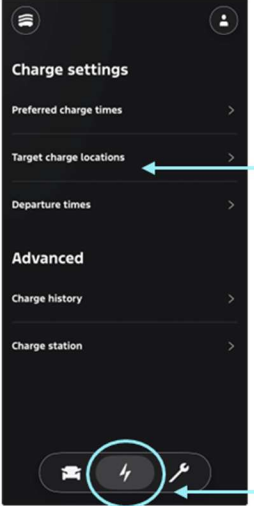
[Link to Online User Manual:](#)

[SYNC™ 3 - Electric Vehicle Information](#)

How to set-up Charge Limit via FordPass Mobile App

Step 1

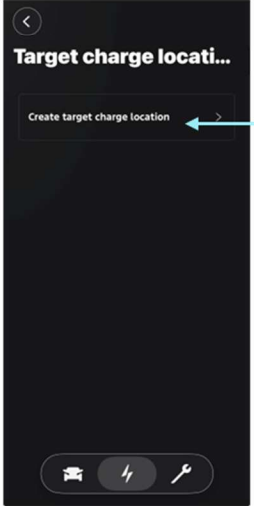
Press the Energy icon at the bottom, then press Target Charge Locations



Step 2

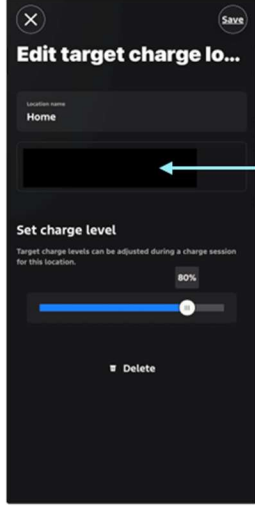
Press Target Charge Location

Note: Before you add a location, you must have charged your vehicle there at least once



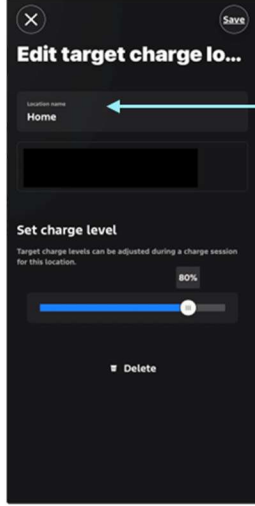
Step 3

Once you have added a location, it will be displayed here



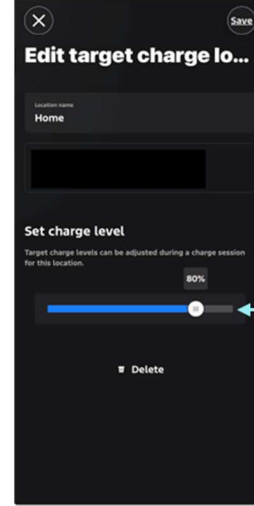
Step 4

You can edit the location name here



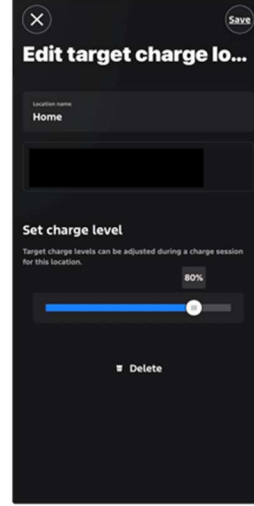
Step 5

Next, you can adjust your Max charge level to 80%



Step 6

Press Save



Link to Online User Manual: [How do I set a Target Charge for my electric vehicle?](#)