



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

May 2025

Customer Satisfaction Program 24N19

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Although your vehicle's high voltage (HV) battery is likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time full replacement (if needed) free of charge (parts and labor) of the HV battery for 10 years or 150,000 miles from the warranty start date of your vehicle, whichever occurs first.

What is the effect?

Malfunction Indicator
and
Service Engine Lights



Your vehicle may experience a reduction in drive power with an illuminated Malfunction Indicator Lamp (MIL) and/or a Service Engine (wrench) light displayed in the instrument panel cluster indicating diagnostic trouble code (DTC) **P0B24** (to be found by your dealer) if the HV battery needs replacement. Plug-in charge limits will also be reduced to prevent further damage. These symptoms indicate a manufacturing defect in one or more of the vehicle's HV battery cells.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through May 31, 2026. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If needed - Parts are now available to repair your vehicle.

If your vehicle's HV battery requires replacement due to a manufacturing defect, indicated by the P0B24 DTC, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the HV battery free of charge. This is a one-time repair program.

How long will it take?

If the HV battery requires replacement, the time needed for this repair may be several days due to part ordering and service scheduling requirements.

- What should you do?** You do not need to return to your dealer for this repair unless you have a reduction in drive power with an illuminated MIL / Service Engine light displayed in the instrument panel cluster. Please keep this letter as a reminder of the one-time repair offer for your HV battery.
- If you experience the symptoms above, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program **24N19**. Your dealer will replace the part at no charge.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Do you need a rental vehicle?** If your dealer determines that the HV battery requires replacement and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.
- If you wish to contact us through the internet, our address is ford.com/support.
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Mayo 2025

Programa de satisfacción del cliente 24N19

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Aunque es probable que la batería de alto voltaje (HV) de su vehículo esté funcionando bien, nos complace informarle que Ford Motor Company ofrece un reemplazo completo por única vez (si necesario) sin cargo (piezas y mano de obra) de la batería de HV durante 10 años o 150,000 millas a partir de la fecha de inicio de la garantía del vehículo, lo que ocurra primero.

¿Cuál es el efecto?

Indicador de mal funcionamiento

y

Luces de servicio del motor



Es posible que su vehículo experimente una reducción en la potencia de impulsión con un indicador de mal funcionamiento (MIL) encendido y/o una luz de servicio del motor (llave) en el tablero instrumentos que indica el código de diagnóstico de fallas (DTC) **P0B24** (que encontrará su concesionario) si es necesario reemplazar la batería de HV. Los límites de carga de los vehículos enchufables también se reducirán para evitar más daños. Estos síntomas indican un defecto de fabricación en una o más de las celdas de la batería de HV del vehículo.

Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta oferta de reparación única estará vigente hasta el 31 de mayo de 2026. La cobertura se transfiere automáticamente a los propietarios posteriores.

¿Qué medidas adoptarán Ford y su concesionario?

Si es necesario, las piezas para reparar su vehículo ya se encuentran disponibles.

Si la batería de HV de su vehículo requiere reemplazo debido a una falla de fabricación, indicada por el DTC P0B24, y su vehículo se encuentra dentro de las limitaciones de tiempo/millaje indicadas, Ford Motor Company ha autorizado a su concesionario a reemplazar la batería de HV sin costo alguno. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si es necesario reemplazar la batería de HV, el tiempo necesario para esta reparación puede ser de varios días debido a los requisitos de pedido de piezas y programación del servicio.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para esta reparación a menos que tenga una reducción en la potencia de impulsión con una luz MIL/de servicio del motor encendida en el tablero de instrumentos. Conserve esta carta como recordatorio de la oferta de reparación única para su batería de HV.

Si experimenta los síntomas mencionados anteriormente y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su concesionario para programar una cita de servicio para realizar el Programa de satisfacción del cliente **24N19**. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

¿Necesita un vehículo de alquiler?

Si su concesionario determina que es necesario efectuar el reemplazo de la batería del HV y el vehículo debe permanecer en las instalaciones durante la noche, el concesionario está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto el combustible, el seguro y los impuestos) mientras su vehículo se encuentre en reparación. Comuníquese con su concesionario para conocer las pautas y limitaciones.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. Recibió este aviso porque nuestros registros indican que es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

**¿Podemos hacer algo más por usted?
(continuación)**

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 20, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N19**
Certain 2020-2024 Model Year Escape and 2021-2024 Model Year Corsair Plug-in Hybrid Electric Vehicles (PHEV) – High Voltage Battery Replacement

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 24S79**
Dated: May 20, 2025

PROGRAM TERMS

Field Service Action 24S79 should be completed prior to proceeding with this program. If the high voltage (HV) battery is replaced under 24S79 this program will automatically be closed.

NOTE: This is a one-time replacement program for HV batteries that require replacement due to a manufacturing defect, indicated by the P0B24 DTC.

This program provides a no-cost, one-time replacement (if needed) of the HV battery for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first unless HV battery has been previously replaced.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through May 31, 2026.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Date Range
Corsair	2021-2024	Louisville	October 24, 2019 through April 16, 2024
Escape	2020-2024		July 10, 2019 through April 17, 2024

U.S. population of affected vehicles: 20,134. Affected vehicles are identified in OASIS.

Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, customers may experience a reduction in motive power with an illuminated Malfunction Indicator Lamp (MIL) and/or a Service Engine (wrench) light displayed in the instrument panel cluster indicating diagnostic trouble code (DTC) P0B24 if the HV battery needs replacement. Plug-in charge limits will also be reduced to prevent further damage. These symptoms indicate a manufacturing defect in one or more of the vehicle’s HV battery cells.

SERVICE ACTION

Requirements:

- Field Service Action 24S79 should be completed prior to proceeding with this program.
- Vehicle must exhibit a Diagnostic Trouble Code (DTC) **P0B24**.

If an affected vehicle meets the requirements above, replace the HV battery.

NOTE: If the high voltage (HV) battery is replaced under 24S79 this program does not apply.

This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 26, 2025 or earlier. Dealers should repair any affected vehicles that experience DTC **P0B24**, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Owner Notification Letters

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

Customer Satisfaction Program 24N19

OASIS ACTIVATION

OASIS will be activated on May 20, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

BRANDED / SALVAGED TITLE VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 5 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 5 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. Vehicle Off Road (VOR) escalation is required in DOW.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

TOWING

Conditional – For undrivable vehicles related to HV battery issues ONLY: If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

Customer Satisfaction Program 24N19

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 FSA's / Related Damage.
- **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.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA **24N19** if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: **24N19**
 - Customer Concern Code (CCC): **D16** – HV Battery System Troubles
 - Condition Code (CC): **04** – Software Revision / Flash Module
 - Causal Part Number: **10B759**, Quantity 0
 - 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.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.

Customer Satisfaction Program 24N19

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the HV battery. To claim the allowance, enter **\$600** as **HANDLG** in the Misc. Expense area of the claim form.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - **CONDITIONAL:** For undrivable vehicles related to HV battery issues ONLY.
 - Program Code: **24N19**
 - Misc. Expense: **TOW**
 - Misc. Expense: Claim up to **\$250.00**

Labor Allowances and Parts Ordering Information

Customer Satisfaction Program 24N19

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Corsair HV battery replacement – if required.	24N19B	3.2 Hours
Escape HV battery replacement – if required.	24N19C	3.2 Hours

NOTE: If the high voltage (HV) battery is replaced under 24S79 this program does not apply.

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required: DTC **P0B24** present - see Technical Instructions.

NOTE: 1% or less of the affected vehicle population is expected to require HV battery replacement.

Special Program Part Ordering:

To place an order for a HV Battery, use the online HVBATT system. Refer to EFC15213, High Voltage Battery and Array Order and Return Process Change, for additional details.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-10B759-KP	1 As Needed	1 As Needed	1	2020-2022 Escape PHEV 2021-2022 Corsair PHEV - HV Battery
PZ1Z-10B759-A	1 As Needed	1 As Needed	1	2023-2024 Escape/Corsair PHEV - HV Battery

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-5A215-A	1 As Needed	1 As Needed	1	Escape / Corsair - Exhaust Clamp
Choose 1: VC-13-G or VC-13DL-G	As Needed Up to 1 Gallon		Sell Pack 6	Coolant Concentrate To be mixed with 50% water. Cannot be claimed with VC-13DL-G
	As Needed Up to 2 Gallons		Sell Pack 6	Coolant Diluted - 50/50 mix Cannot be claimed with VC-13-G

To guarantee the shortest delivery time, an emergency order for parts must be placed.

HANDLING ALLOWANCE

An allowance of \$600.00 per HV battery replacement is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the HV battery.

Customer Satisfaction Program 24N19

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.

For HV battery/array, refer to EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays. Dealers are to retain all replaced arrays and store them in the service crate (that the dealer received the new array kit in). Dealers are to return all replaced arrays in the service crate via your local RCRC or TForce Freight based on the part disposition in OWS. **No array kits are to be scrapped. 100% of array kits are to be returned to Ford.**

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- For HV Battery/Array, follow the process referred to in EFC15529, Launch of FCS-700 Tag Return Process for High Voltage (HV) Battery Packs and Arrays.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Customer Satisfaction Program 24N19

REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Programa de satisfacción del cliente 24N19

Mayo 2025

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

En Lincoln, el compromiso no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

Aunque es probable que la batería de alto voltaje (HV) de su vehículo esté funcionando bien, nos complace informarle que Lincoln ofrece un reemplazo completo por única vez (si necesario) sin cargo (piezas y mano de obra) de la batería de HV durante 10 años o 150,000 millas a partir de la fecha de inicio de la garantía del vehículo, lo que ocurra primero.

¿Cuál es el efecto?

Indicador de mal funcionamiento

y

Luces de servicio del motor



Es posible que su vehículo experimente una reducción en la potencia de impulsión con un indicador de mal funcionamiento (MIL) encendido y/o una luz de servicio del motor (luz de llave) en el tablero instrumentos que indica el código de diagnóstico de fallas (DTC) **P0B24** (que encontrará su minorista) si es necesario reemplazar la batería de HV. Los límites de carga de los vehículos enchufables también se reducirán para evitar más daños. Estos síntomas indican un defecto de fabricación en una o más de las celdas de la batería de HV del vehículo.

Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta oferta de reparación única estará vigente hasta el 31 de mayo de 2026. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Qué harán Lincoln y su minorista?

Si es necesario, las piezas para reparar su vehículo ya se encuentran disponibles.

Si la batería de HV de su vehículo requiere reemplazo debido a una falla de fabricación, indicada por el DTC P0B24, y su vehículo se encuentra dentro de las limitaciones de tiempo/millaje indicadas, Lincoln ha autorizado a su concesionario a reemplazar la batería de HV sin costo alguno. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si es necesario reemplazar la batería de HV, el tiempo necesario para esta reparación puede ser de varios días debido a los requisitos de pedido de piezas y programación del servicio.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para esta reparación a menos que tenga una reducción en la potencia de impulsión con una luz MIL/de servicio del motor encendida en el tablero de instrumentos.

Conserve esta carta como recordatorio de la oferta de reparación única para su batería de HV.

Si experimenta los síntomas mencionados anteriormente y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su minorista para programar una cita de servicio para realizar el Programa de satisfacción del cliente **24N19**. Su minorista reemplazará las piezas sin costo alguno.

Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](https://lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación The Lincoln Way: Lincoln Owner. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras características, como control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si está equipado para permitir el control.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud de su minorista. Su minorista retirará el vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Si su minorista determina que es necesario efectuar el reemplazo de la batería del HV y el vehículo debe permanecer en las instalaciones durante la noche, el minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto el combustible, el seguro y los impuestos) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

¿Qué pasa si ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Recibió este aviso porque nuestros registros indican que usted es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es lincoln.com/support.

¿Podemos hacer algo más por usted? (continuación)

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln

CERTAIN 2020-2024 MODEL YEAR ESCAPE AND 2021-2024 CORSAIR PLUG-IN HYBRID ELECTRIC VEHICLES (PHEV) — HIGH VOLTAGE BATTERY REPLACEMENT

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject 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.

1. Log into Ford Diagnostic and Repair System (FDRS).
2. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
3. Click the **Run Selected Tests** button in the lower right.
4. Is high voltage battery DTC **P0B24** present?
YES - Proceed to the next Step.
NO - This FSA does not apply.
5. Order a High Voltage (HV) battery through the on-line HVBATT system. Refer to EFC 15213, High Voltage Battery and Array Order and Return Process Change, for additional details.
 - **Required: DTC P0B24 present for ordering.**
6. Replace the HV battery. Follow the Workshop Manual (WSM) procedures in Section 414-03A.
 - After the battery replacement, continue to the next step.
 - For DTCs generated after the HV battery replacement, follow normal diagnostic service procedures.
7. Log into Ford Diagnostic and Repair System (FDRS).
8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.





Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 24N19

May 2025

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Although your vehicle's high voltage (HV) battery is likely functioning fine, we are pleased to let you know that Lincoln is providing a one-time full replacement (if needed) free of charge (parts and labor) of the HV battery for 10 years or 150,000 miles from the warranty start date of your vehicle, whichever occurs first.

What is the effect?

Malfunction Indicator
and
Service Engine Lights



Your vehicle may experience a reduction in drive power with an illuminated Malfunction Indicator Lamp (MIL) and/or a Service Engine (wrench light) displayed in the instrument panel cluster indicating diagnostic trouble code (DTC) **P0B24** (to be found by your retailer) if the HV battery needs replacement. Plug-in charge limits will also be reduced to prevent further damage. These symptoms indicate a manufacturing defect in one or more of the vehicle's HV battery cells.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through May 31, 2026. Coverage is automatically transferred to subsequent owners.

What will Lincoln and your retailer do?

If needed - Parts are now available to repair your vehicle.

If your vehicle's HV battery requires replacement due a manufacturing defect, indicated by the P0B24 DTC, and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your dealer to replace the HV battery free of charge. This is a one-time repair program.

How long will it take?

If the HV battery requires replacement, the time needed for this repair may be several days due to part ordering and service scheduling requirements.

What should you do?

You do not need to return to your dealer for this repair unless you have a reduction in drive power with an illuminated MIL / Service Engine light displayed in the instrument panel cluster.

- What should you do? (continued)** Please keep this letter as a reminder of the one-time repair offer for your HV battery.
- If you experience the symptoms above, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program **24N19**. Your retailer will replace the part at no charge.
- If you do not already have a servicing retailer, you can access lincoln.com/support for retailer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer. Your retailer will pick up your vehicle and return it with the repair completed.
- Do you need a rental vehicle?** If your retailer determines that the HV battery requires replacement and needs your vehicle overnight, your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.
- What if you no longer own this vehicle?** If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because our records indicate you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Lincoln Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.
- If you wish to contact us through the internet, our address is lincoln.com/support.
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln