



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 28, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 26N15**
Certain 2020-2026 Model Year Escape and 2021-2026 Model Year Corsair Plug-in Hybrid Electric Vehicles (PHEV) – High Voltage Battery Replacement

REF: **New Vehicle Demonstration / Delivery Hold – Safety Recall 25SC4**
Dated: August 27, 2026

PROGRAM TERMS

Field Service Action 25SC4 must be completed prior to proceeding with this program.

NOTE: This is a one-time replacement program for High Voltage (HV) batteries that require replacement due to a manufacturing defect, indicated by the P0B24 Diagnostic Trouble Code (DTC) in the Battery Energy Control Module (BECM).

This program provides a no-cost, one-time replacement (if needed) of the HV battery for 10 years of service from the warranty start date of the vehicle.

Coverage is automatically transferred to subsequent owners.

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

Vehicle	Model Year	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.

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. This may signify Diagnostic Trouble Code (DTC) P0B24 is present in the Battery Energy Control Module (BECM) which indicates a manufacturing defect is present in one or more of the vehicle's HV battery cells.

SERVICE ACTION

Requirements:

- Field Service Action 25SC4 must be completed prior to proceeding with this program.
- Vehicle must exhibit a Diagnostic Trouble Code (DTC) P0B24 in the BECM.

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

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.

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	Yes	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	Conditional	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 must repair any affected vehicles that experience DTC **P0B24** in the BECM whether or not the customer has received a letter.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters

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>

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.

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Customer Satisfaction Program 26N15**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on August 28, 2026.

FSA VIN LISTS ACTIVATION

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

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

- This refund offer expires February 28, 2027.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer before the date of the Owner Notification Letter. Noncovered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with HV battery replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to 5 days for a comparable rental vehicle. Follow **Central Loaner Support guidelines** for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for HV battery replacement. Prior approval for more than 5 rental day(s) 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. VOR escalation is required in DOW.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

[Central Loaner Support Guide](#)

[CRC Dealer Job Aid: Central Loaner - Field Service Action \(FSA\) Program](#)

Customer experience may require potential rentals. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal. Follow eligibility guidelines for vehicles within 5 years and 60,000 miles leveraging Dealer Loaner Assistance (PRENT).

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 26N15**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 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.
- **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 26N15 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: 26N15
 - Customer Concern Code (CCC): D16 – HV Battery System
 - Condition Code (CC): 04 – Software Revision / Flash Module
 - Causal Part Number: 10B759, Claim a quantity of one (1) with a zero cost (\$0).
 - The battery is provided under Ford's Zero Cost Exchange program.
 - 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.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **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".
- **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.
 - Program Code: **26N15**
 - Misc. Expense: **TOW**
 - Misc. Expense: Claim up to **\$250.00**

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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)
Corsair HV battery replacement – if required. This labor operation code closes the FSA.	26N15B	3.1
Escape HV battery replacement – if required. This labor operation code closes the FSA.	26N15C	3.1

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)
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.	26N15LL	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.	26N15PP	0.5

Customer Satisfaction Program 26N15

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 an HV Battery, use the online HVBATT system. Refer to EFC17776, 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-KS	1 As Needed	1 As Needed	1	2020-2022 Escape PHEV – HV Battery 2021-2022 Corsair PHEV – HV Battery
PZ1Z-10B759-A	1 As Needed	1 As Needed	1	2023-2026 Escape/Corsair PHEV – HV Battery

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Important Reminder: High-Voltage batteries and their wooden shipping containers should be kept in a covered location and protected from the elements (out of direct sunlight and sheltered from the rain/snow). High-Voltage batteries that have failed any inspection should not be stored indoors.

Please follow all local and state requirements for proper battery handling. Refer to EFC 17776 for additional details on handling, storage, and instructions for damaged batteries.

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-5A215-D	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	1 As Needed	Sell Pack 6	Coolant Concentrate To be mixed with 50% water. Cannot be claimed with VC-13DL-G
	As Needed Up to 2 Gallons	1 As Needed	Sell Pack 6	Coolant Diluted – 50/50 mix Cannot be claimed with VC-13-G

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.

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600 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.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2020-2026 MODEL YEAR ESCAPE AND 2021-2026 MODEL YEAR 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 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.

 **WARNING:** Service of the high voltage system on this vehicle is restricted to qualified personnel. The required qualifications vary by region. Always observe local laws and legislative directives regarding electric vehicle service. Failure to follow this instruction may result in serious personal injury or death.

IMPORTANT! This FSA must be performed by a technician certified in STST Competency 43.

1. Has FSA 25SC4 been completed?

Yes - Proceed to Step 2.

No - Complete FSA 25SC4 before continuing.

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 RH side of the screen, select **Self-Test** and click **RUN**.

6. Is diagnostic trouble code (DTC) P0B24 present?

Yes - Proceed to Step 7.

No - This FSA does not apply.



7. Replace the high voltage battery. Follow the Workshop Manual (WSM) procedures in Section 414-03A, High Voltage Battery - Plug-In Hybrid Electric Vehicle (PHEV).

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

