
IMPORTANT INFORMATION ABOUT YOUR FORD VEHICLE

23S27 - Kuga, S-Max/Galaxy 2.5L HEV/PHEV Engine: Engine Compartment Issue – Safety Recall

Dear Customer,

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

How Ford uses your personal information

Ford constantly monitors production processes and vehicles in service. While monitoring vehicles in operation, we have become aware that a small number of Kuga, S-Max/Galaxy Hybrid Electric Vehicles (HEV) and Plug-in Hybrid Electric Vehicles (PHEV), may suffer from a specific type of engine failure that may lead to a breach of the engine oil sump or engine block. Ford engineers are currently developing software that a Ford Dealer will add to your vehicle. The purpose of the software update is to adjust the response of your vehicle in the event of this specific engine failure and to protect your vehicle. Ford will write to you again, later this year when the software is available for our Dealer partners to deploy to your vehicle. We expect this to be in the third quarter of this year.

What is the risk?

In the unlikely event that your vehicle suffers from the very specific engine failure described above, there is currently an increased risk of an underhood fire. The engine failure is preceded by loud noises like metal- to-metal clanking, and a drop in power. If you hear these noises, feel any drop in power or see the engine warning light illuminated in your instrument cluster, please ensure you pull safely to the side of the road, switch your vehicle off and call for assistance.

What should you do?

Ford has not issued instructions to stop driving your vehicle. You can continue to drive your vehicle, with consideration to the advised issue.

Can we assist you further?

If you have questions or concerns, please contact our Ford Customer Relationship Centre +31 70 7703 777

How Ford uses your personal information

For more information on how your local Ford entity uses your personal information, international data transfers and your rights, please see the customer privacy policy at [Privacyverklaring | Ford NL](#)

Yours sincerely
Ford Customer Service Division